JATRAN Policy and Procedures Bus Operator's Role and Duties – Wheelchair Lift Use

- The operator must operate the vehicle in a safe, courteous and reliable manner.
- Assist passengers up and down ramp as needed (manual chairs only).
- The operator must deploy the lift or ramp whenever a wheelchair passenger is boarding.
- All wheelchairs must be secured by the operator.
- All HandiLift passengers must be secured using the lap belt/passenger restraint system. The operator should assist in securing passengers in the wheelchair in a courteous manner.
- Passenger restraint system is optional for Fixed Route passengers. If requested, operators must use the restraint system.
- After a wheelchair is secured, a passenger may be allowed to transfer to a regular seat on the vehicle.
 HandiLift transfer passengers must use seat belts as provide on the HandiLift vehicles.

- If a passenger refuses to have their wheelchair tied down, the operator can refuse service to the passenger. Operator must contact dispatch before leaving the location if service is being refused.
- Alternative transportation must be provided when a ramp or wheelchair lift will not deploy.
- All inquiries regarding the status of the alternative transportation can be handled by calling 601-948-5438.
- All comments or complaints regarding service can be made by calling 601-960-0725. Complaints can be mailed to 1025 Terry Road, Jackson, MS 39207 or online at www.city.jackson.ms.us

ADA Transportation Coordinator Ms. Traci Brent (601) 960-1887